

## STATEMENT OF WORK

### LEGACY MANAGEMENT SUPPORT (LMS) SERVICES FOR THE OFFICE OF LEGACY MANAGEMENT

The goal of this procurement is to provide LMS Services for the U.S. Department of Energy (DOE), Office of Legacy Management (LM). The following format has been used for this Statement of Work (SOW):

- 1.0 Background
- 2.0 Scope
- 3.0 Applicable Documents
- 4.0 Service Areas
- 5.0 Appendices
- 6.0 Glossary

#### 1.0 BACKGROUND

##### 1.1 General

The DOE established the LM in December 2003 to manage its responsibilities associated with the legacy of the Cold War. The DOE has taken major steps in satisfying its environmental cleanup portion of the legacy and now faces the challenge of large and complex site closures and their associate impacts to the environment, community and workforce. LM has proactively addressed these challenges by steadily burgeoning into a high performing organization through the continual employment of sound technical and business practices. LM coordinates closely with other Government organizations including those within the Department to ensure that continuity of post-closure obligations is maintained as mission-related sites are closed and transferred to LM for long-term management.

The authority for the LM program is derived from the Energy and Water Development Appropriation under Energy Supply and Other Defense Activities. The Appropriation Bill formal designation is H.R. 2419, P.L. 109-103, Title III, Department of Energy/Energy Programs: Energy Supply and Conservation; and, Environmental and Other Defense Activities, Other Defense Activities, "Energy and Water Development Appropriations Act, 2006."

Authority for the LM program is also derived from provisions in the "Ronald W. Reagan National Defense Authorization Act for FY 2005" (H.R. 4200, P.L. 108-375), Title XXXI, Department of Energy National Security Programs; Subtitle A -- National Security Authorizations, Section 3103, Other Defense Activities.

Currently, LM conducts post-closure site operations for 67 sites in 26 states and Puerto Rico by making efficient and effective use of facilities and personnel across the United States. LM's portfolio of site projects consists of former Office of Environmental Management (EM) sites, former uranium mill tailing (Uranium Mill Tailings Radiation Control Act [UMTRCA]) sites, DOE Defense Decontamination & Decommissioning (D&D) sites, Nuclear Waste Policy Act (NWPA) sites, private licensees, and sites associated with the Formerly Utilized Sites Remedial Action Program (FUSRAP). The site projects are generally described by the regulatory program and by the types of any environmental residual contamination remaining at the sites after remediation. The site activities are driven by their unique requirements such as requirements for operation and maintenance of remedial action systems, requirements for routine inspection and maintenance and requirements for records related activities. Site activities will be primary described in Long-Term Surveillance and Maintenance (LTS&M) plans that

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SOURCE SELECTION INFORMATION – See FAR 3.104

have been developed and are in support of the protection of human health and the environment. By 2007, LM expects to be responsible for 94 sites as major DOE sites are cleaned up and additional sites transfer from private licenses and the U.S. Army Corps of Engineers (USACE).

The following figure provides the actual and planned number of sites by type for LM program from Fiscal Year (FY) 2005 through 2015.

Site Type	FISCAL YEAR										
	Actual 2005	Actual 2006	Planned 2007	Planned 2008	Planned 2009	Planned 2010	Planned 2011	Planned 2012	Planned 2013	Planned 2014	Planned 2015
UMTRCA Title I	21	21	21	21	21	21	22	22	22	22	22
UMTRCA Title II	5	12	17	19	19	22	23	23	23	24	24
D&D	5	5	5	5	5	5	5	5	5	5	5
FUSRAP	27	28	30	31	35	36	37	41	42	47	47
CERCLA/RCRA	4	4	7	9	9	9	9	9	9	9	9
NWPA Section 151	1	1	1	1	1	1	1	1	1	1	1
Oakland/Albuquerque Sites	3	4	4	5	7	7	7	7	7	7	7
Nevada Off-Sites	1	1	9	9	9	9	9	9	9	9	9
<b>TOTAL</b>	<b>67</b>	<b>76</b>	<b>94</b>	<b>100</b>	<b>106</b>	<b>111</b>	<b>113</b>	<b>117</b>	<b>118</b>	<b>124</b>	<b>124</b>
Annual Increase	0	9	18	6	6	5	2	4	1	6	0

**Figure 1 – Actual and Planned Site Transfer Schedule into LM**

LM also emphasizes the potential uses of these sites that range from reindustrialization to wildlife refuges and park land to open space. LM works closely with the affected communities, the local governments, regulators, and the adjacent landowners to ensure beneficial reuse that is safe for the public and protective of human health and the environment. LM also actively engages stakeholders, state, Tribal, and local governments to ensure informed decision making and awareness and to provide an opportunity for participation in future legacy management decisions for sites with significant land use changes and associated plans. LM provides stakeholder coordination with all 26 states, Puerto Rico, 6 tribal entities, numerous Federal agencies and regulators, local governments, local interests groups and individuals.

LM serves as the records and information custodian for all site post-closure records. This responsibility involves the storage and management of over 130,000 cubic feet of records and information systems at a planned Records Storage Facility (RSF) with a projected capacity of almost 140,000 cubic feet located in Morgantown, West Virginia. LM serves as the service hub for identifying, collecting, and disseminating information from site closure record sources to internal and external users.

LM conducts activities to mitigate the impacts of DOE restructuring on its contractor work force and ensures the continuity of their pension and medical benefits. LM oversees the administrative tasks related to work force planning for the DOE, assists in developing benefits packages for displaced contractor workers, and oversees labor relations. While these activities are vital to the LM mission, this effort will not be included in the LMS services SOW.

LM Federal employees conduct various mission-related functions. Some of the major functions include: interacting with intergovernmental organizations, States, Congress, and other Federal agencies on LM issues, monitoring, and maintaining environmental remedies on a site-by-site basis in accordance with end-state conditions, managing and coordinating records and information including the collection,

storage, maintenance, and retrieval of electronic and physical records with other Departmental elements and the National Archives and Records Administration (NARA), managing real and personal property interests, and brokering land use opportunities. The LM Federal staff includes approximately 60 employees.

## 1.2 Mission and Goals

LM's primary mission is to manage the DOE's post-closure responsibilities and to ensure the future protection of human health and the environment. LM is responsible for the control and custody of legacy land, structures, and facilities, and is responsible for maintaining them at levels suitable for their long-term use. Additional information on LM program and project activities can be found at [www.lm.doe.gov](http://www.lm.doe.gov).

For the intent of this statement of work, LM aligns its functional business around four program goals to achieve sound budget and performance integration, to formally integrate performance review with budget decisions and to improve alignment of budget accounts with organizational outputs. LM's program goals include:

*Program Goal 1* – Protect human health and the environment through effective and efficient long-term surveillance and maintenance.

*Program Goal 2* – Preserve, protect and make accessible legacy records and information.

*Program Goal 3* – Support an effective and efficient work force structured to accomplish Departmental missions and assure contractor worker pension and medical benefits.

*Program Goal 4* – Manage legacy land and assets while emphasizing protective real and personal property reuse and disposition.

The objectives and strategies for the program goals are further described in DOE LM, Strategic Plan located at [www.lm.doe.gov](http://www.lm.doe.gov).

## 2.0 SCOPE

### 2.1 Framework

The Contractor shall have a sufficient level of expertise and experience to successfully support the management and integration of all aspects of LM mission-related activities across the organizational goal structure.

### 2.2 Types of Services

The activities in this LMS services SOW support work both on-site and off-site for the LM program. The following types of services shall be required under this contract:

- 1) Technical Support
- 2) Business Support
- 3) Records Management Support
- 4) Information Technology Support
- 5) Property Management Support

### 2.3 General Characteristics of Work to Be Performed

The LMS services contract will be defined as follows:

- Provide support to the entire LM professional workforce that is dispersed at various physical locations where the work is being conducted, including environmental, beneficial reuse of property, policy, planning, budget and integration, administration and records and information managers and staff.
- Utilize both on-site and off-site Contractor personnel to effectively accomplish the work in a smooth and seamless manner over the breadth of LM locations.
- Conduct complex task assignments that support multiple organizational goals and service areas listed herein. Since the LM Federal staff is not co-located at a single site, these task assignments are anticipated to require a great deal of integration and synthesis of information and work flow.
- Consist of predictable, longer-term task assignments (under core work) with generally defined end objectives, but composed of smaller serial subtasks (with more defined objectives) that complement Federal performance objectives such as the Government Performance and Results Act of 1993, and the Office of Management and Budget (OMB) requirements.
- Provide for shorter-term task assignments (under variable work) requiring unique and/or specialized resources and facilities to address specific LM program and project issues. Work-for-others requests that support the LMS services scope in this contract will be considered.
- Functional support for facility management, janitorial and grounds-keeping will not be included in the LMS services SOW for on-site locations (i.e., Washington, District of Columbia (DC); Morgantown, West Virginia; and Grand Junction, Colorado.)
- Off-site functional support for facility maintenance, security, janitorial and grounds-keeping will be included in the LMS services SOW as needed.

### 2.4 Resources

#### 2.4.1 Contractor-Furnished Resources

The Contractor shall provide all personnel, facilities, equipment, materials and supplies to execute the work under this contract, except for that specifically identified as being provided by the Government in Section 2.4.2 below.

#### 2.4.2 Government-Furnished Resources

The Government shall supply office space at the following locations:

See Provision H.??, Government Property and Data

See Provision H.??, Government Provided Services

### 2.5 Location of Performance

The primary locations for the performance of the work under this contract shall be at the Washington, DC; Morgantown, West Virginia; and Grand Junction, Colorado, locations. Specific task assignments may require that work be performed at LM's off-site locations and will require facility management, operation and maintenance of remedial action systems, and routine inspections and maintenance. Accomplishment of this contract shall require travel on the part of the Contractor employees among and between LM on-site and off-site locations and other locations as required.

### 3.0 APPLICABLE DOCUMENTS

A list of applicable documents as well as other applicable guidance is included in Appendix A.

### 4.0 SERVICE AREAS

#### 4.1 SERVICE AREA – TECHNICAL SUPPORT

The Contractor shall provide a broad spectrum of technical support for LTS&M and land and facility reuse to the Federal staff in the conceptualization and conduct of activities associated with life-cycle planning, analysis, evaluation, implementation, operations, maintenance, and reutilization of post-closure sites. LTS&M support includes engineering controls, institutional controls (administrative and physical), environmental monitoring, environmental compliance, quality assurance/control, site transition, environmental management systems including environmental safety and health. Typical LTS&M activities include site inspections, air, soil, surface water, groundwater and ecological receptor monitoring, remedy maintenance, active record administration and regulatory and stakeholder coordination. Several sites have an active groundwater monitoring component that requires sampling at periodic intervals. Land and facility reuse support includes realty management and land facility reuse management. Typical land and facility reuse activities include making excess lands and facilities under LM custody accessible for government, public, and private reuse consistent with the tenets of sustainability and good land management practices. All the requirements and activities at LM sites are in association with published LTS&M plans for the respective sites.

LM's post-closure site projects are categorized into seven site types according to their respective regulatory programs and remaining environmental contamination. The following descriptions are provided for each site type:

UMTRCA Title I – For Uranium Mill Tailings Radiation Control Act (UMTRCA) Title I disposal sites managed by LM, DOE becomes a licensee to the U.S. Nuclear Regulatory Commission (NRC). Inspection, reporting, and record-keeping requirements are defined in Title 10 *Code of Federal Regulations* (CFR) Part 40.27, "General License for Custody and Long-Term Care of Residual Radioactive Material Disposal Sites." The general license for long-term custody is indefinite in duration. Usually, title for the land is assigned to an agency of the Federal Government, and the land is administratively withdrawn from unrestricted public use. Sites located on tribal land revert to tribal control, and DOE obtains a site access agreement with the tribe that allows DOE to fulfill its custodial responsibilities. Title I of UMTRCA designated 22 inactive uranium ore-processing sites for remediation. Remediation of these sites resulted in the creation of 19 disposal cells that contain encapsulated uranium mill tailings and associated contaminated material. Approximately 40 million cubic yards of low-level radioactive material is contained in engineered UMTRCA Title I disposal cells.

UMTRCA Title II – Uranium processing sites addressed by Title II of the UMTRCA were active when the act was passed in 1978. These sites were commercially owned and are regulated under NRC license. For license termination, the owner must conduct an NRC-approved reclamation of any on-site radioactive waste remaining from former uranium ore-processing operations. The site owner also must ensure full funding for inspections and, if necessary, ongoing maintenance. DOE then accepts title to these sites for custody and care. DOE administers the sites under the provisions of a general NRC license granted under 10 *Code of Federal Regulations* 40.28, "General License for Custody and Long-Term Care of Uranium or Thorium Byproduct Materials Disposal Sites." LM currently manages 5 UMTRCA Title II sites. The number will increase as ongoing site reclamations are completed. Ultimately, as many as 27 UMTRCA Title II sites will be transferred to LM.

D&D – For sites in the DOE Defense Decontamination and Decommissioning (D&D) Program, LM ensures compliance with DOE Order 5400.1, "General Environmental Protection Program" and Order 5400.5, "Radiation Protection of the Public and the Environment." DOE Order 5400.1 stipulates that DOE will comply with applicable Federal, state, and local environmental protection laws and regulations, Executive orders, and internal DOE policies. Five (5) D&D sites have been transferred to LM.

FUSRAP – DOE established the FUSRAP in 1974 to remediate sites where radioactive contamination remained from Manhattan Project and early U.S. Atomic Energy Commission (AEC) operations. DOE assessed more than 600 candidate facilities and initially determined that 46 sites required remediation. DOE remediated 25 sites by 1998; thereafter, the U.S. Congress directed the USACE to remediate the remaining 21 designated FUSRAP sites. Remediation of FUSRAP sites follows Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) protocols. In 1999, DOE negotiated a Memorandum of Understanding with USACE to transfer responsibility for FUSRAP sites to DOE for long-term care 2 years after remedial action has been completed. Remediated sites will become the responsibility of the LM. LM currently manages 2 sites which have been remediated by USACE and released for unrestricted use. The initial 25 out of 46 sites remediated by DOE were released for unrestricted use and assigned to LM for records management and stakeholder support. Periodically, new information becomes available and sites may be added to FUSRAP. Since the transition of the remedial action mission to USACE, 4 sites have been added to FUSRAP, increasing the total number of FUSRAP sites to 50 from the initial 46. The FUSRAP *Considered Site Database* is available at [www.lm.doe.gov](http://www.lm.doe.gov) to access information on eligibility determinations and characterization, remediation, verification, and certification activities for all FUSRAP sites.

CERCLA/RCRA – By the end 2007, the LM expects to have long-term management responsibilities for 7 sites that the U.S. Environmental Protection Agency (EPA) has placed one or more components on the National Priorities List. The sites were radiologically contaminated by Federal milling, processing, and/or weapons manufacturing operations. Site remediation is conducted in accordance with Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) and Resource Conservation and Recovery Act (RCRA) regulations. DOE is required by statute to conduct 5-year remedy performance reviews at these sites because they cannot be released for unrestricted use because of remaining contamination.

NWPA Section 151 – Certain sites with low-level radioactive contamination remediated by the site owner under the NRC Site Commissioning Management Program can be transferred to the Federal Government under Section 151 of the Nuclear Waste Policy Act (NWPA). Section 151(c) of NWPA requires that if low-level radioactive waste is the result of a licensed activity to recover zirconium, hafnium, and rare earth metals, DOE shall assume title and custody of the site if requested by the site owner. One (1) site has transferred to LM.

Oakland/Albuquerque Sites – Sandia National Laboratories/California & New Mexico was established in 1956 to conduct research and development in the interest of national security, with principal emphasis on nuclear weapons development and engineering, excluding the nuclear materials. It was provided to establish a close working relationship with Lawrence Livermore National Laboratory. The DOE mission was conducted at sites located in the Oakland and Albuquerque areas. Cleanup of low-level radioactive contamination scattered over a number of sites has been completed at Sandia. DOE, working with private industry, catalogued and mapped about 4000 hot spots. Radioactive materials were removed and the remaining soil was screened for residual activity in order to segregate contaminated from uncontaminated material. Once this remediation effort has been completed, the sites will transfer to LM for LTS&M activities. Three (3) sites have already transferred to LM with 4 additional sites anticipated.



Nevada Off-Sites – Nuclear testing activities have been conducted at eight locations in five different states as part of the Plowshare and Vela Uniform programs. The Atomic Energy Commission initiated the Plowshare program in 1957 to develop peaceful (industrial and scientific) applications for nuclear explosives. The Vela Uniform program began in 1959 and was part of a Department of Defense research and development program intended to improve the capability of detecting, monitoring, and identifying underground nuclear detonations. All offsite testing ended in 1973.

**Comment [A1]:** Going to be combined with the Oak/Alb sites into an "Other" category.

As part of the Vela Uniform program, nuclear tests were conducted near Fallon, Nevada (Project Shoal), at the Central Nevada Test Area (Project Faultless), on Amchitka Island, Alaska (Projects Long Shot, Milrow, and Cannikin. Of these, only Long Shot was part of the Vela Uniform program; Projects Milrow and Cannikin were part of the nuclear weapons testing program), and near Hattiesburg, Mississippi (Projects Salmon and Sterling). Projects Shoal, Faultless, and Long Shot were designed to determine the behavior and characteristics of seismic signals generated by nuclear detonations and to differentiate them from seismic signals generated by naturally occurring earthquakes. Projects Salmon and Sterling were designed to evaluate seismic signals from both coupled and decoupled detonations in a salt medium (the Tatum Salt Dome).

As part of the Plowshare program, the Department conducted nuclear tests at two sites near Rifle, Colorado (Rulison and Rio Blanco), near Farmington, New Mexico (Project Gasbuggy), and near Carlsbad, New Mexico (Project Gnome-Coach). Projects Rulison, Rio Blanco, and Gasbuggy were designed to stimulate the production of natural gas in tight sandstone formations. Project Gnome-Coach was designed to determine the seismic signals, effects, and products of a nuclear detonation in a bedded salt medium.

Contamination resulting from these tests includes radionuclides; organic compounds; metals, such as beryllium and lead; hydrocarbons; drilling mud; and residues from plastics, epoxies, and drilling instrumentation.

These sites have been collectively called the Nevada Off-Sites. Nine (9) sites have been identified of which 1 site has transferred to LM. Ultimately, all 9 sites will be transitioned to LM for some type of post-closure care.

In addition, post-closure sites have been categorized by their unique requirements such as requirements for operation and maintenance of remedial action systems (Category 3), requirements for routine inspection and maintenance (Category 2) and requirements for records related activities (Category 1). See Appendix B for a complete listing of LM program sites and Appendix C for a list of planned incoming sites by fiscal year. LM does not have program authority for those planned sites; therefore the transfer timeline for acceptance into LM is conditional upon their respective cleanup progress and is subject to change.

For more detailed post-closure site information, LTS&M plans are available at [www.lm.doe.gov](http://www.lm.doe.gov) under *Land and Site Management*. All relevant and available information for the respective sites is available at this site.

A list of historical deliverables for this service area can also be located at the aforementioned web address. [Reading Room Link](#)

By the end of fiscal year 2007, LM anticipates having responsibility for conducting off-site operations activities for 94 sites. It is anticipated that the Contractor shall maintain a physical presence at the following locations: Rocky Flats, Colorado; Mound, Ohio; Fernald, Ohio; Pinellas, Florida; Weldon Spring, Missouri; and Monticello, Utah.

The Contractor may be required to support tasks to LM program areas such as:

- a) Technical expertise to support developing performance, management and budget plans that integrate and support the goals of LM.
- b) Technical and management expertise to support reviewing LM activities in relation to scope planning and definition, activity definition and sequencing, duration estimation and schedule development and cost estimating and budgeting for achieving program and project objectives.
- c) Technical expertise to support independent technical reviews and assessments, feasibility studies, cost-benefit studies, validation of performance and accomplishments, assessments of costs and schedules, life-cycle cost evaluations, performance evaluation and modeling of groundwater and other media, risk evaluation as relating to contaminants-of-concern for LM sites, and technical and cost risk analysis.
- d) Technical and operations expertise to support managing sites conditions requiring LTS&M.
- e) Registered professional engineering services, as requested.
- f) Technical expertise to support estimating risk potential and implications (e.g., safety and health and compliance) for projects with controls that manage residual contamination at a site such as engineered barriers, physical controls, administrative controls, environmental monitoring.
- g) Technical and management expertise to support monitoring environmental, policy and regulatory developments and evaluating the effects of current or potential policies and regulations on LM performance requirements.
- h) Technical expertise to support LM environmental management systems, quality control, quality assurance and environmental, National Environmental Policy Act (NEPA) and cultural resource compliance systems.
- i) Technical support for the transition of sites to LM.
- j) Technical expertise for site activities related to project management, community relations, regulatory relations, institutional controls, procurement and storage of equipment and materials, configuration management, project safety and health, and records management.
- k) Engineering and technical expertise for the development and preparation of site operation plans (e.g., Remediation Effectiveness Report, the Annual Site Environmental Report, CERCLA 5-year reviews) and specifications including regulatory permits and agreements.
- l) Engineering assistance for the mobilization, cleanup, landscaping, and re-vegetation of sites.
- m) Surveillance and maintenance assistance in accordance with applicable regulatory, safety and security requirements.
- n) Engineering and technical assistance for the monitoring, sampling and evaluation of air, groundwater, surface water, soil/sediment, ecological, monitoring wells, and investigation of site-specific geographical information systems (GIS), and natural cultural and historical resources.
- o) Engineering and technical assistance for surface water/sediments containment, collection and control such as storm drainage, erosion control, and sediment capping.
- p) Engineering and technical assistance for groundwater containment, collection and control such as extraction wells, injection wells, sub-surface drainage.
- q) Engineering and technical assistance for solids/soils containment, collection and control such as upper vegetative layer, RCRA caps, landfill cap enhancements, and engineered barriers.
- r) Engineering and technical assistance for remedy operations, maintenance, and disposal of hazardous, toxic and/or radioactive waste.
- s) Engineering and management assistance for the site transfer readiness into LM in accordance with site transition framework requirements.
- t) Technical assistance to service-in-kind or leasing agreements with external entities or LM management of natural, cultural and historical resources for LM custodian sites.
- u) Technical expertise to support real property reuse or land use partnerships with external entities for LM custodian sites.



- v) Technical training, including conferences, seminars, classroom training and workshops related to site operations.

#### PERFORMANCE OBJECTIVE 1 – TECHNICAL SUPPORT

Maintain the protectiveness of human health and the environment at post-closure sites.

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) accurate, complete, relevant, and professional at least 95% of the time, and are (2) accepted without revision at least 95% of the time.
Quality of Work Processes	Work processes are (1) executed according to prescribed procedures 95% of the time, and (2) require minimal intervention from the Government.
Schedule Control	Milestones, deliverables, and DOE requests are completed according to schedule.
Cost Control	Work is performed according to budget and costs are accurately estimated at least 95% of the time; specific cost control measures have been widely demonstrated.
ES&H Compliance	Applicable ES&H requirements as outlined in ISM plans, LM directives, LM ES&H metrics and Federal, state and local regulations are always achieved <u>and</u> continuous improvement initiatives are achieved.

#### PERFORMANCE OBJECTIVE 2 – TECHNICAL SUPPORT

Maintain site requirements as identified in LM EMS plans.

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) accurate, complete, relevant, and professional 95% of the time, and are (2) accepted without revision 95% of the time.
Schedule Control	Milestones, deliverables, and DOE requests are completed according to schedule.
Cost Control	Work is performed according to budget and costs are accurately estimated at least 95% of the time; specific cost control measures have been widely demonstrated.
ES&H Compliance	Applicable ES&H requirements as outlined in ISM plans, LM directives, LM ES&H metrics and Federal, state and local regulations are always achieved <u>and</u> continuous improvement initiatives are achieved.

#### PERFORMANCE OBJECTIVE 3 – TECHNICAL SUPPORT

Maintain post-closure sites in accordance with current site plans (e.g., LTS&M Plans, Site Management Plans, Site Life-Cycle Baselines, Community Involvement Plans, etc.).

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) accurate, complete, relevant, and professional at least 95% of the time, and are (2) accepted without revision at least 95% of the time.
Schedule Control	Milestones, deliverables, and DOE requests are completed according to schedule.
Cost Control	Work is performed according to budget and costs are accurately estimated at least 95% of the time; specific cost control measures have been widely demonstrated.
ES&H Compliance	Applicable ES&H requirements as outlined in ISM plans, LM directives, LM ES&H metrics and Federal, state and local regulations are always achieved <u>and</u> continuous improvement initiatives are achieved.
Value Added	The Contractor frequently recommends and implements innovative and creative approaches that have actual or potential significant benefits, and that significantly advance or augments LM's stewardship capabilities.

**PERFORMANCE OBJECTIVE 4 – TECHNICAL SUPPORT**

Identify and broker underutilized LM land and facilities at post-closure sites for potential reuse.

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) accurate, complete, relevant, and professional at least 95% of the time, and are (2) accepted without revision at least 95% of the time.
Schedule Control	Milestones, deliverables, and DOE requests are completed according to schedule.
Cost Control	Work is performed according to budget and costs are accurately estimated at least 95% of the time; specific cost control measures have been widely demonstrated.
Value Added	The Contractor frequently recommends and implements innovative and creative approaches that have actual or potential significant benefits, and that significantly advance or augments LM capabilities.

**4.2 SERVICE AREA – BUSINESS SUPPORT**

The Contractor shall provide business support to all LM program areas. Business support includes assistance for administration, communication, planning, analysis and integration, environmental management systems, and financial. Administrative assistance includes professional writing, publication and multimedia support, clerical support, information reproduction support, and business logistical support. Communication support includes national, inter-governmental and local stakeholder involvement, public affairs and outreach, and community involvement required for the acquisition, maintenance, dissemination and delivery of program and project knowledge and information. Planning, analysis and integration support includes program and project management, project controls, performance evaluation and measurement, life-cycle planning, budget formulation and execution, strategic and organizational planning, and financial management. Environmental management system support includes to environmental compliance, quality assurance/control, environmental management systems, and environmental safety and health. Clerical, business and logistical support shall be provided at all on-site locations. Historically, the on-site locations process approximately 2 ft<sup>3</sup> of mail/express deliveries per day per site.

The Contractor may be required to support tasks to LM program areas such as:

- a) Public outreach services to develop, coordinate, and disseminate program and project communication products for LM customers and stakeholders.
- b) Event planning services to plan and implement events, interactions and activities with communities, national groups, intergovernmental organizations, and the general public.
- c) Publications and presentation graphics support, multimedia services and products, and other outreach products.
- d) Technical and scientific writing services in response to LM program needs.
- e) Technical support to produce high-quality reproduction services on a demand basis.
- f) Business and logistics support for facsimile, audiovisual, teleconference, and copying services.
- g) Business support for mailroom services including sorting and delivery of incoming, outgoing, interoffice correspondence, and small packages.
- h) Data entry in the document management system

**PERFORMANCE OBJECTIVE 5 –BUSINESS SUPPORT**

Complete work products associated with LM's organizational performance initiatives (e.g., President's Management Agenda and Office of Management and Budget requirements).

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) always accurate, complete, relevant, and professional, and are (2) always accepted without revision.
Schedule Control	Milestones, deliverables, and DOE requests are completed according to schedule.

**PERFORMANCE OBJECTIVE 6 –BUSINESS SUPPORT**

Conduct effective and efficient business operations to support a multi-location work environment.

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) consistently accurate, complete, relevant, and professional, and are (2) consistently accepted without revision.
Quality of Work Processes	Work processes are (1) executed according to prescribed procedures, and (2) require minimal intervention from the Government.
Schedule Control	Milestones, deliverables, and DOE requests are completed according to schedule.
Cost Control	Work is performed according to budget and costs are accurately estimated; specific cost control measures have been widely demonstrated.
Value Added	The Contractor frequently recommends and implements innovative and creative approaches that have actual or potential significant benefits, and that significantly advance or augments LM's stewardship capabilities.

**PERFORMANCE OBJECTIVE 7 –BUSINESS SUPPORT**

Complete community and stakeholder communication work products for public dissemination.

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) consistently accurate, complete, relevant, and professional, and are (2) consistently accepted without revision.
Schedule Control	Milestones, deliverables, and DOE requests are completed according to schedule.
Cost Control	Work is performed according to budget and costs are accurately estimated; specific cost control measures have been widely demonstrated.

**PERFORMANCE OBJECTIVE 8 –BUSINESS SUPPORT**

Integrate EMS principles into work processes and procedures and follow safe and environmentally sound practices in the conduct of LM's mission.

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) consistently accurate, complete, relevant, and professional, and are (2) consistently accepted without revision.
Quality of Work Processes	Work processes are (1) executed according to prescribed procedures, and (2) require minimal intervention from the Government.
Schedule Control	Milestones, deliverables, and DOE requests are completed according to schedule.
ES&H Compliance	Applicable ES&H requirements as outlined in ISM plans, LM directives, LM ES&H

SOURCE SELECTION INFORMATION – See FAR 3.104

#### 4.3 SERVICE AREA – RECORDS MANAGEMENT SUPPORT

The Contractor shall provide records management and document control support in accordance with appropriate regulations and supplemented by internally developed procedures. The records management activities must coordinated closely with the LTSM activities since records are an integral part of each of the LTSM levels – records only, records plus monitoring, and records plus ongoing maintenance. Understanding the needs of the LTSM technicians and providing the required documents in a timely manner is crucial to the proper completion of each task. The contractor shall manage these records through all phases of their life cycle including; creation, collection, maintenance, use, and disposition. The Contractor shall provide records management services and maintain responsibility for records in a variety of forms includes paper, microform, audiovisual, photographs, x-rays, electronic, etc. The IT and records management support group must work closely together to assure that modern computer technology is used effectively in managing records in all media (e.g., paper, electronic, etc.) – lack of synergy with result in significant inefficiencies.

All records management activities should be centrally located at RSF located in Morgantown, West Virginia, by November 2008 and Grand Junction, Colorado by September 2007. Inactive records will be transitioned to the RSF in Morgantown, West Virginia, from Federal Records Centers (FRCs) located in Denver, Colorado; Kansas City, Missouri; Dayton, Ohio; San Bruno, California; Atlanta, Georgia; and other storage locations. A complete inventory of active and inactive records is provided in Appendix C. Historically, LM responds to approximately 1000 Energy Employees Occupational Illness Compensation Program (EEOICPA) and 40 Freedom on Information Act (FOIA)/Privacy Act (PA) requests a year. It is anticipated that the frequency of requests will increase whenever a new site transfers and then will gradually decrease over time. All EEOICPA and FOIA/PA requests shall be processed and retained in Morgantown, West Virginia; once the Records Storage Facility is operational and all inventory transition activities are complete.

The Contractor may be required to support tasks to LM program areas such as:

##### 4.3.1 Records Creation and Collection Support

- a) Assure records are created that document LM's business transactions.
- b) Assure records received by LM are managed as LM records.
- c) Assure that there is a document control process in place for documents that deal with quality assurances processes.
- d) Assist in development of a correspondence management system to assure that correspondence becomes part of the records management system.
- e) Document policies and procedures by working with Federal staff to prepare drafts, review and update them, and provide graphics services for publishing them on the Intranet.

##### 4.3.2 Active Records Management Support

- a) Assist in developing and maintaining effective and efficient file stations for active records.
- b) Assist in developing and maintaining file plans for organizing active records.
- c) Use current filing systems and research and recommend better filing systems for future use.
- d) Perform searches and retrieve records to fill various information requests from government agencies, members of the public, and other stake holders.

#### 4.3.3 Inactive Records Management Support

- a) Maintain central files where appropriate.
- b) Assure files from active stations are transferred to central files regularly as required or at least annually.
- c) Manage LM records stored in various FRCs.
- d) Develop and implement plan for transfer of records from FRC's to the LM RSF.

#### 4.3.4 Records Transportation and RSF Support

- a) Schedule transportation for incoming records from FRC's and other locations
- b) Assure an efficient flow of incoming records.
- c) Unload and accession incoming records.
- d) Shelf incoming records.
- e) Perform all management tasks associated with the efficient operation of records storage facilities e.g., planning, organizing, staffing, coordinating, reporting, budgeting, etc.

#### 4.3.5 Records Scheduling and Disposition Support

- a) Conduct LM wide records inventory.
- b) Conduct appraisal on unscheduled records and solicit input from NARA, Office of Chief Information Officer (OCIO), and subject matter experts.
- c) Revise records schedules according to OCIO direction.
- d) Prepare a crosswalk from old to new schedules and implement and administer new schedules.
- e) Disposition out of date records according to schedules on a quarterly basis.
- f) Send permanent records to NARA.

#### 4.3.6 Records Inquiry and Processing Support

- a) Process FOIA and PA requests.
- b) Process 4 types of EEOICPA requests (National Institute of Occupational Safety and Health (NIOSH)) Personnel Exposure, NIOSH Supplemental Data, U.S. Department of Labor (DOL) Employment Verification, and DOE- Office of Worker Advocacy (OWA) Case Summaries).
- c) Process litigation/discovery requests according to instructions of OCIO, General Counsel (GC), and U.S. Department of Justice (DOJ).
- d) Process all other requests from DOE staff, other government agencies, members of the public, and other stakeholders.

#### 4.3.7 Special Records Support

- a) Support identification of vital records.
- b) Assure that vital records are stored and maintained properly.
- c) Assist with development of a system to capture and store electronic records.
- d) Assist with identification and scheduling of databases and other electronic records.

#### 4.3.8 Other Records Management Support

- a) Assist with preparation of training packages (e.g., Computer Based Training).
- b) Assist with presenting training as necessary.
- c) Assist in conducting and preparing Self Assessment report as required by OCIO.
- d) Assist with processing NARA invoices for records storage and retrieval.
- e) Assist with other reports that may be requested by OCIO.

- f) Prepare white papers as necessary.
- g) Assist with digital imaging projects as necessary.
- h) Support the FUSRAP Library by providing document control and management assistance.
- i) Manage the Considered Sites Database (CSD) effectively and efficiently.

#### PERFORMANCE OBJECTIVE 9 – RECORDS MANAGEMENT SUPPORT

Process incoming files; maintain active and inactive files, and disposition documents according to DOE record schedules.

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) accurate, complete, relevant, and professional at least 95% of the time, and are (2) accepted without revision at least 95% of the time.
Quality of Work Processes	Work processes are (1) executed according to prescribed procedures, and (2) require no intervention from the Government at least 95% of the time.
Productivity	Tasks are always completed as assigned on time and the quality of work performed frequently exceeds that planned, expected or assigned.
Cost Control	Work is performed according to budget and costs are accurately estimated at least 95% of the time; specific cost control measures have been widely demonstrated.

#### PERFORMANCE OBJECTIVE 10 – RECORDS MANAGEMENT SUPPORT

Conduct annual record inventory at record storage locations, as required (e.g., Washington, DC; Morgantown, West Virginia; and Grand Junction, Colorado).

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) accurate, complete, relevant, and professional at least 95% of the time, and are (2) accepted without revision at least 95% of the time.
Quality of Work Processes	Work processes are (1) executed according to prescribed procedures, and (2) require no intervention from the Government at least 95% of the time.
Productivity	Tasks are completed as assigned and the quality of work performed frequently exceeds that planned, expected or assigned.
Cost Control	Work is performed according to budget and costs are accurately estimated at least 95% of the time; specific cost control measures have been widely demonstrated.

#### PERFORMANCE OBJECTIVE 11 – RECORDS MANAGEMENT SUPPORT

Respond to information requests of all types (e.g., FOIA/PA, EEOICPA, litigation, congressional, general, etc.)

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) accurate, complete, relevant, and professional, and are (2) accepted without revision at least 95% of the time.
Quality of Work Processes	Work processes are (1) executed according to prescribed procedures at least 95% of the time, and (2) require minimal intervention from the Government.
Productivity	Tasks are completed as assigned and the quality of work performed frequently exceeds that planned, expected or assigned.
Schedule Control	Milestones, deliverables, and DOE requests are always completed according to schedule.
Cost Control	Work is performed according to budget and costs are accurately estimated at least 95% of the time; specific cost control measures have been widely demonstrated.



#### 4.4 SERVICE AREA – INFORMATION TECHNOLOGY SUPPORT

The Contractor shall provide Information Technology (IT) support in accordance with appropriate DOE orders, regulations, and standards and supplemented by internally developed procedures. The support shall cover the full breadth of information technology support essential for a multi-function program agency. The support and services provided shall include: management, operation and maintenance of Legacy Management's computer facilities, networks, and telecommunication systems and components; managing, upgrading, and complying with Legacy Management's unclassified Cyber Security program to ensure a safe and secure environment for Legacy Management's networks, data and systems; maintaining desktop computers and installed software for all of Legacy Management's end users; providing an efficient and effective Help Desk; planning, developing and implementing Legacy Management's Enterprise Architecture (EA); developing, modifying, and operating Enterprise and local application systems; and database administration for SQL Server and Oracle applications.

Over the last 2 years, LM has experienced a dramatic expansion of mission-related IT requirements and services due to the LM acceptance of 3 large and complex closure sites – Rocky Flats, Mound and Fernald. The IT applications for these sites have been migrated to existing applications at the Grand Junction, Colorado site. The following post-closure sites and offices will require some level of IT support: Rocky Flats, Colorado; Mound, Ohio; Fernald, Ohio; Weldon Spring, Missouri; Monticello, Utah; Las Vegas, Nevada office; Grand Junction, Colorado office and Morgantown, West Virginia office.

The planned Records Storage Facility (RSF) in Morgantown, West Virginia will serve as Legacy Management's Data Center. A transition of approximately 30 file servers and installed applications currently at Grand Junction, Colorado is to be accomplished when the RSF Data Center is operational. The lists of major mission related applications and supporting software are provided in Appendix D and E respectively.

The Contractor may be required to support task assignments to LM program areas, which include, but are not necessarily limited to:

- a) Provide staff to operate Legacy Management's data center from 8 AM to 8 PM EST, Monday to Friday, excluding government holidays.
- b) Provide support for unmanned computer operations services 24 hours a day/7 days a week for Legacy Management's computer center operations and production systems monitoring.
- c) Provide required support for the connection of desktop computers, servers (file, data base, and application), peripherals, workstations, and other devices into the Legacy Management local and wide area network(s) within and outside of Legacy Management's data center in Morgantown.
- e) Develop, maintain, and test each calendar year a Disaster Recovery Plan for LM facilities and networks.
- f) Provide resource utilization and capacity planning support for servers, storage media network components, and databases
- g) Provide support for Legacy Management's Cyber Security program and complying with all DOE Chief Information Officer's Cyber Security guidelines and requirements
- h) Provide services to operate and administer Legacy Management's cyber-security infrastructure including but not limited to: firewalls, intrusion detection systems, content filtering/monitoring, vulnerability assessment tools, anti-virus protection file integrity monitoring, centralized log store, and other network/system monitoring.
- i) Provide a cyber security incident response team composed of members capable of quickly responding to an escalated incident.

- j) Provide a 24/7/365 cyber incident monitoring and response capability that includes: monitoring of firewall and intrusion detection systems and formal documentation and escalation of incidents.
- k) Provide technical support for the design, operation, upgrading, re-configuration, and selection of Legacy Management network and telecommunication components including but not limited to: automated switched voice/data (Information Exchange) systems, cable facilities, teleconferencing, voice, voice mail, radio frequency services, video telecommunications (VT) conferencing and conference room audio/visual systems.
- l) Provide support to install, move, configure, maintain, monitor performance, test, diagnose, and resolve problems for all network hardware and software components.
- m) Provide support to coordinate circuit implementation and performance of communication networks with commercial vendors, Legacy Management satellite sites, and other providers such as DOE HQ and other sites.
- n) Provide support to update and maintain network engineering and operation documentation.
- o) Provide management and technical support for the operation and maintenance of hardware and software for desktop and laptop computers, PDAs, Blackberries, handheld computers, printers, modems, network interface cards, disk drives, memory, COTS systems, custom software, operating systems, and SAN and NAS storage devices.
- p) Provide competent and courteous staff to operate a Legacy Management Help Desk (using Track-IT Help Desk logging system software) at the Grand Junction Data Center, which will move to the Morgantown Data Center when operational, from 8AM – 8PM EST, Monday – Friday, excluding government holidays.
- q) Provide service by the Help Desk to authorize and contact IT support staff at LM satellite sites when required to respond to Help Desk calls and respond to non-phone based requests such as e-mail and fax.
- r) Provide support to manage, distribute and administer system user ID (UID), password, and computing resource authorizations.
- s) Provide support for the full breadth of EA, including Business and Technical Information Architecture, Applications Architecture, Network Architecture, and Client Desktop Architecture.
- t) Provide support to develop new, and maintain, modify and integrate as required, existing application (enterprise and local) systems in accordance with Legacy Management's System Development Methodology which include as required: requirements capture, analysis and design, modeling, coding, implementation, system and user documentation, program code version control, application library management quality control, change control, testing, deployment, environment management, configuration management and related project management, consultation and training.
- u) Provide on-site repairs consisting primarily of component replacement for desktop computers, printers, monitors, and other peripherals.

**PERFORMANCE OBJECTIVE 12 – INFORMATION TECHNOLOGY SUPPORT**

Production applications are operational during standard hours of operation.

Performance Measures	Performance Expectations
User access to key application systems	Users can consistently access applications when needed.

**PERFORMANCE OBJECTIVE 13 – INFORMATION TECHNOLOGY SUPPORT**

Successful and on-time completion of all Information Technology projects.

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) consistently accurate, complete, relevant, and professional, and are (2) consistently accepted without revision.
Compliance with change control and new project development procedures	Contractor complies with change control and LM system development procedures for all applicable projects.
Compliance with FISMA for IT systems	Projects always meet applicable requirements.
Schedule Control	Milestones, deliverables, and DOE requests are always completed according to schedule.
Cost Control	Work is performed according to budget and costs are accurately estimated; specific cost control measures have been widely demonstrated.
Value Added	The Contractor frequently recommends and implements innovative and creative approaches that have actual or potential significant benefits, and that significantly advance or augments LM's stewardship capabilities.

**PERFORMANCE OBJECTIVE 14 – INFORMATION TECHNOLOGY SUPPORT**

Provide responsive and efficient help desk services to LM end-users.

Performance Measures	Performance Expectations
Response by Help Desk to user calls	100% of Help Desk calls completed by scheduled completion date.
Quality of Help Desk Services	Users are consistently satisfied with Help Desk service

**4.5 SERVICE AREA – PROPERTY MANAGEMENT SUPPORT**

The Contractor shall provide property management support which includes real property (Appendix G) and personal property (Appendix H) management, material storage and transportation management, motor pool management, and off-site facility management. The Contractor shall provide off-site facility management support where contractor physical presence is anticipated including the following locations: Rocky Flats, Colorado; Mound, Ohio; Fernald, Ohio; Pinellas, Florida; Weldon Spring, Missouri; and Monticello, Utah. Some government furnished facilities and services shall be provided for the off-site locations. Historically, LM manages approximately 2,700 items of personal property and real property interests for over 94 sites representing approximately 58,000 acres.

The Contractor may be required to support tasks to LM program areas such as

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SOURCE SELECTION INFORMATION – See FAR 3.104

- a) Professional realty services associated with the transfer of property to LM such as institutional controls in land records, title reviews, and acceptance criteria of incoming sites, validation of real estate records and property databases and Payment-In-Lieu of Taxes (PILT) reviews.
- b) Technical expertise to support the Facilities Information Management System (FIMS)
- c) Technical assistance for the storage, transportation and traffic management for incoming materials.
- d) Motor pool management services including the approximate 40 vehicles in the following locations: Tuba City, AZ; Mound Site, OH; Fernald Site, OH; Rocky Flats, CO; Grand Junction, CO; Weldon Spring, MO; Morgantown, WV; and Las Vegas, NV.
- e) Technical assistance to service-in-kind or leasing agreements with external entities or LM management of natural, cultural and historical resources for LM custodian sites.
- f) Technical expertise to support real property reuse or land use partnerships with external entities for LM custodian sites.
- g) Facility maintenance and operations support for off-site facilities that includes maintaining, repairing, operating, and servicing systems (as required).

#### PERFORMANCE OBJECTIVE 15 – PROPERTY MANAGEMENT SUPPORT

Identify and acquire real estate interests for post-closure sites.

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) accurate, complete, relevant, and professional, and are (2) accepted without revision at least 95% of the time.
Quality of Work Processes	Work processes are (1) executed according to prescribed procedures at least 95% of the time, and (2) require minimal intervention from the Government.
Schedule Control	Milestones, deliverables, and DOE requests are completed according to schedule.
Cost Control	Work is performed according to budget and costs are always accurately estimated at least 95% of the time; specific cost control measures have been widely demonstrated.
ES&H Compliance	Applicable ES&H requirements as outlined in ISM plans, LM directives, LM ES&H metrics and Federal, state and local regulations are always achieved <u>and</u> continuous improvement initiatives are usually achieved.

#### PERFORMANCE OBJECTIVE 16 – PROPERTY MANAGEMENT SUPPORT

Manage all real and personal property in accordance with DOE orders and property management regulations.

Performance Measures	Performance Expectations
Quality of Work Products	Work products are (1) accurate, complete, relevant, and professional, and are (2) accepted without revision at least 95% of the time.
Quality of Work Processes	Work processes are (1) executed according to prescribed procedures at least 95% of the time, and (2) require minimal intervention from the Government.
Schedule Control	Milestones, deliverables, and DOE requests are completed according to schedule.
Cost Control	Work is performed according to budget and costs are accurately estimated at least 95% of the time; specific cost control measures have been widely demonstrated.
ES&H Compliance	Applicable ES&H requirements as outlined in ISM plans, LM directives, LM ES&H metrics and Federal, state and local regulations are always achieved <u>and</u> continuous improvement initiatives are usually achieved.

## 5.0 Appendices

SOURCE SELECTION INFORMATION – See FAR 3.104

The following appendices provided as attachments to the contract:

Appendix A – Applicable Documents  
Appendix B – LM Program Sites  
Appendix C – Actual LM Sites and Planned Sites  
Appendix D – Records Inventory and Location  
Appendix E – Mission Direct Information Technology Applications  
Appendix F – Information Technology Software  
Appendix G – Real Estate Interests  
Appendix H – Personal Property

## **6.0 GLOSSARY**

### **6.1 Acronyms**

AEC	U.S. Atomic Energy Commission
CERCLA	Comprehensive Environmental Response, Compensation, and Liability Act
COTS	Commercial Off-The-Shelf
CSD	Considered Sites Database
DOE	U.S. Department of Energy
EA	Enterprise Architecture
EEEOICPA	Employees Occupational Illness Compensation Program Act
EM	Office of Environmental Management
EMS	Environmental Management System
ES&H	Environmental Safety and Health
EST	Eastern Standard Time
FIMS	Facilities Information Management System
D&D	Decontamination and Decommissioning
DOJ	U.S. Department of Justice
DOL	U.S. Department of Labor
FOIA	Freedom of Information Act
FUSRAP	Formerly Utilized Sites Remedial Action Program
FY	Fiscal Year
GC	General Council
GEMS	Geospatial Environmental Mapping System
GIS	Geographical Information Systems
ISM	Integrated Safety Management
LM	Office of Legacy Management
LMS	Legacy Management Support
LTS&M	Long-Term Stewardship and Maintenance
NARA	National Archives and Records Administration
NAS	Network Attached Storage
NEPA	National Environmental Policy Act
NIOSH	National Institute of Occupational Safety and Health
NRC	U.S. Nuclear Regulatory Commission
NWPA	Nuclear Waste Policy Act
OCIO	Office of Chief Information Officer
OMB	Office of Management and Budget
PA	Privacy Act
PDA	Personal Digital Assistants
PILT	Payment In-Leu of Taxes

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SOURCE SELECTION INFORMATION – See FAR 3.104

RCRA	Resource Conservation and Recovery Act
RSF	Records Storage Facility
SAN	Storage Area Network
SOW	Statement of Work
UID	User ID
UMTRCA	Uranium Mill Tailings Radiation Control Act
USACE	U.S. Army Corps of Engineers

## 6.2 Words/Phrases

On-site – Federally owned or leased property within the defined boundaries of the LM sites at Morgantown, West Virginia; Grand Junction, Colorado; and Washington, DC.

Off-site – Any location for which support is provided, but does not include the LM sites as defined in “on-site”.

Performance Requirement – consists of three complementary components, performance objectives, performance measures and performance expectations. Each component when considered together constitutes a performance requirement for the LMS services contract.

Performance Objective – A statement of the outcome, output or result expected for the work accomplished. Performance objectives for the Service Areas 4.1 – 4.5 are described in the SOW and could be further established in the individual task orders issued.

Performance Measures – The critical few characteristics or aspects of achieving the objectives that will be monitored by the Government – those items about which the Government will be gathering data for the purpose of evaluating the performance of the Contractor. Performance objectives identified in each task order may have one or more measures. The performance measures are provided within the Section 4.0 for each Service Area.

Performance Expectations – The targeted level or range of levels of performance for each performance measure. Performance expectations for the performance measures listed below and are located in the Performance Evaluation Plan.

*Always* – with extremely rare exception or every time; nearly 100% (or in the 99-100% range).

*Consistently* – on nearly every occasion or with rare exception (or in the 95-99% range).

*Mostly* – for the most part or almost entirely; approximately 90% (or in the 85-95% range).

*Usually* – such as is commonly, typically or customarily encountered or experienced; approximately 80% (or in the 75-85% range).

*Occasionally* – from time to time, sometimes, irregularly; approximately 50% (or in the 25-75% range).

*Seldom* – not often, infrequently, rarely; approximately 15% (or in the 0-25% range).